



Administrative Support Supervisor (Office Manager)

Job Number:
00023973

Job Posting: January 10, 2017

Closing Date: Until Filled

Primary Location: GA-Region 7 – Jenkins/Screven Co

Number of Openings: 1

Job: Social Services

Shift: Day Job

SALARY: Pay Grade: F

Salary Range: \$22,519.63 - \$32,170.90

(Salary Commensurate with Experience)

Current Georgia state government employees will be subject to State Personnel Board rule provisions.

The Georgia Division of Family and Children Services (DFCS), a division of the Georgia Department of Human Services, investigates reports of child abuse; finds foster and adoptive homes for abused and neglected children; issues SNAP, Medicaid, TANF and childcare assistance to low-income families; helps out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help families in need.

DFCS is working to implement significant child welfare reform through the Blueprint for Change plan, which is the Division's roadmap to improving the lives of the children and families we serve. It is about strong practice, a committed workforce and the authentic internal and external engagement with our staff and the community. The Blueprint for Change has three pillars:

- Practice Model: Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families; and inclusion of guiding principles, vision and mission statement.
- Robust Workforce Development: Increased staffing and expertise for Child Welfare and Family Independence; research-based caseload ratios; mentoring for supervisors; improved compensation based on proven competency; and development of a career path.
- Constituent Engagement: Creation of advisory boards at state, regional and local levels; organized "roadshows" to engage the public, local stakeholders and media; and build consensus and collaboration among partners, staff, and stakeholders.

DFCS is seeking candidates for the position of **Administrative Support Supervisor (Office Manager)**. This position reports to the County Director and will be based in either Screven County or Jenkins County, at the discretion of the County Director. This position will serve both county offices. The successful candidate will be motivated and passionate about changing the lives of children and families, brings a deep knowledge of child welfare and foster care placement services from a public/private perspective. The incumbent will be able to work in partnership with stakeholders to achieve the mission, vision and Blueprint for Change of the Division.

Job Summary & Responsibilities:

Under limited supervision the **Administrative Support Supervisor (Office Manager)**:

- Provides professional administrative support to assigned Director/Manager in the Unit.
- Coordinates calendars, schedules meetings, makes travel arrangements and properly executes all transactions relative to travel for reimbursement to the traveler and file documentation.
- Manages data requests from internal and external stakeholders.
- Compiles required and ad hoc reports.
- Prepares, drafts, and edits basic to moderately complex correspondence and reports.
- May serve as a liaison between Work Unit and DHS Office of Human Resource Management and Development and/or other Units and Departments.
- Maintains files of required reports and records; shreds confidential documents before discarding.
- Uses and provides assistance, as needed, with Microsoft Office Suite and/or standard software applications typically used in a corporate office environment to perform daily work assignments.
- Assists with the dissemination of information from Director/Manager to other members of the work unit.
- Performs general office management/secretarial/bookkeeping duties, including keyboarding, filing, generating and managing correspondence (reports, documents, memos, forms, presentations), addressing telephone inquiries, duplicating documents and other activities to assist staff in preparing for and making presentations, completes data entry assignments, etc.
- Receives and properly manages incoming and outgoing mail and telephone communications, as required.
- Orders supplies and equipment for the office or program, as required.
- Ensures general maintenance and repair needs for telephones, technology and other items necessary to ensure efficient office operations, as required.
- Assists manager/supervisor with maintenance of budget data, as required.
- Maintains financial, personnel or related records of the office.
- Generates financial purchase orders.
- Provides training and technical assistance to clients, third party vendors and others within the organization.
- Coordinates calendars, meetings, travel itineraries and maintains associated records.
- May organize professional learning opportunities for staff, including registration, duty leave, travel arrangements and expense reports, as required.
- Maintains confidential records.
- Maintains confidentiality of records as necessary and follows legal, agency and DFCS division policy regarding the release of information.
- Engages in other specialized activities relative to the office, program, division or agency.
- Facilitates the day-to-day operation of the office while the supervisor is off-site.
- Performs other professional responsibilities as assigned.

Core Competencies:

- Experience coordinating projects, events or technical operations.
- Ability to use customer service skills to include active listening and sound judgment.
- Capable of performing duties with limited supervision.
- Ability to work effectively at multiple levels of the organization and with multiple project teams.
- Excellent oral, written, presentation and interpersonal communication skills.
- Strong proficiency in the use of Microsoft Office Suite and/or standard software applications typically used in a corporate office environment.

Qualifications:

- High school diploma or GED AND Two years of experience required at the lower level Admin Support 3 (GSS082) or position equivalent.
- Must show ability to lead or supervise a team.

Preferred Qualifications:

Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following skills/experience:

- Associate Degree in Business or related field.
- Proficiency in Microsoft Office Programs (Word, Excel, Outlook, Powerpoint).
- Excellent oral, written, presentation and interpersonal communication skills.
- Excellent Organizational and multi-tasking skills.
- Three (3) years performing advanced level office or administrative experience, to include running a service oriented office, customer service, supporting upper level management, scheduling meetings, managing calendars and maintaining employee leave accrual and usage.
- DFCS experience.

Note: Educational achievement does not substitute for required case management experience

Benefits:

In addition to a competitive salary, DHS offers a generous benefits package, which includes employee retirement plan; paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and child care spending account.

Visit <http://team.georgia.gov/> for more information.

GEORGIA ON MY MIND: *It Doesn't Get Any Better Than This!*

Georgians enjoy a quality of life that would be hard to find in any area across the nation. Lower taxes and a lower cost of living enable you to do more with the money you make and maintain a higher standard of living.

Within Georgia you will find an unlimited supply of recreational and cultural opportunities. Enjoy boating, camping, fishing, golf, hiking, picnicking, swimming, tennis or just relaxing against Georgia's many scenic backdrops. Georgia is a 57,906 square-mile playground filled with natural beauty and immaculate resources. From the mountains to the coast from ballet to baseball, Georgia offers you a livability and quality of life that can help you achieve your dreams.

You're Really Going to Like Screven County:

You won't find a better place to live, work, and play than Screven County, Georgia. Screven County is a community that prides itself on its civic-minded citizens, efficient government and excellent schools. Screven County includes the county seat, Sylvania, as well as the towns of Hiltonia, Newington, Oliver and Rocky Ford. Our community is close enough to take advantage of the Georgia and South Carolina costs, with beautiful beaches and vacation destinations that are within close driving distance.

www.screvencounty.com

You're Really Going to Like Jenkins County:

Jenkins County has long been regarded as one of Georgia's best kept secrets. With scenic vistas, historic areas, a popular state park and the Ogeechee River, the county is rich in opportunities for residents and tourists. Jenkins County, Georgia, what a great place to grow a business, raise a family or operate an industry. Visitors may just want to tour one of the many points of interest or just go have fun at one of the recreation areas. Whatever the choice, you are sure to be pleased.

www.jenkinscountyga.com

Criminal Background Checks/Applicant Privacy Rights

All applicants may be subject to a drug screen and may be required to submit fingerprints to check for the existence of criminal history information through the Georgia Bureau of Investigation and the Federal Bureau of Investigation. Applicants have the right to challenge the contents of any criminal history record obtained for the purpose of employment with DHS. For an explanation of these rights, please read, "Applicant Privacy Rights" at:

http://gbi.georgia.gov/sites/gbi.georgia.gov/files/related_files/document/ApplicantPrivacyRights.pdf.

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. *Former DHS employees must be eligible for rehire in order to be considered for the position.*

This position is subject to close at any time once a satisfactory applicant pool has been identified.

[The Georgia Department of Human Services](#) (DHS) provides a wide range of human services designed to promote self-sufficiency, safety and well-being for all Georgians. The department is one of the largest agencies in state government with an annual budget of \$1.8 billion and nearly 9,000 employees. DHS is comprised of three Divisions: the [Division of Aging Services](#), the [Division of Child Support Services](#), and the [Division of Family and Children Services](#).